

Employee Assistance Programme (EAP)

Employee Assistance Programme (EAP) services can offer you counselling, support and information including signposting to external sources of support if applicable.

This support can relate to a wide range of issues including:

- Trauma
- Bereavement
- Bullying and harassment
- Childcare/elder care
- Debt
- Legal issues (only where these are causing distress)
- Relationships
- Retirement
- Sickness absence
- Alcohol and drug misuse
- Work-life balance and many more

HMPPS staff can self-refer for confidential counselling, up to a maximum of six sessions in any 12 month period – the telephone helpline is open for you to do this 24 hours a day, 365 days a year.

EAP telephone number: **0800 019 8988**

More information can also be accessed via your HMPPS intranet His Majesty's Prison and Probation Service | Employee Assistance Programme Services (HMPPS Connect) (sscl.com)

For further information please refer to the FAQ guide



Download the PAM Assist app:

A graphic with an orange border providing instructions for downloading the PAM Assist Wellbeing App. At the top left is the PAM Assist Wellbeing App logo. To the right is an illustration of a hand holding a smartphone displaying a QR code. A badge in the top right corner says '24/7 365 Days A Year'. The main heading reads 'Employee Assistance Programme PAM Assist Wellbeing App'. Below this, it says 'Follow the simple steps below to download the PAM Assist Wellbeing App'. A numbered list of five steps is provided at the bottom:

- 1** Go to pam-assist.co.uk
- 2** Insert your organisational code: **HMPPS1**
- 3** Create your login account details using your **email address** and a secure password
- 4** **Validate** your account via the notification email
- 5** **Login** using the email address and password created when registering

Please note that prison and probation service staff Employee Assistance Programme is provided by PAM Assist (not Optima Health your OH Service).